



FRONTIER VILLAGE

#7

4885 MONTEREY ROAD
SAN JOSE, CALIFORNIA 95111

BEVERAGE
PICNIC ~~PRE-PLANNING~~

Congratulations on your selection as a Frontier Village beverage server. We feel you will find your new responsibilities challenging as well as rewarding. Your job in beverages is vitally important because you are in a position to help our guest have a memorable time at Frontier Village by helping to provide a quality product all people have come to know and respect.

Beverages at Frontier Village account for approximately 25%-30% of gross revenues in food services and picnic catering. A product having that much importance in an operation such as ours deserves to be nothing less than top quality, especially since the names COCA-COLA, OLYMPIA BEER, and ALMADEN WINE are internationally known and whose quality is known by millions of people as being a standard in the industry. It is part of your job to insure that these high standards are met.

As you perform your job, your functions will be many. This guide has been carefully prepared to help you in your training of this most vital area. Treat this guide as your textbook. The technical nature of your job will require careful study so take the time to understand each subject thoroughly. The on-the-job training you will receive subsequent to the reading of this guide will round out and answer the questions you may have, but make sure you ask questions if something is not clear to you and needs further explanation.

OPENING DUTIES

Once you have clocked in, procure your beverage stand key ring and report to your assigned area to begin your set-up procedures. Your supervisor will give you basic information as to the group you are serving, the number of people expected, and whether or not FV food catering will take place. All of this information is important to you as it will determine the amount of product expected to be on hand and what items will be served. Not all groups buy beer or wine but they will be purchasing soft drinks as part of their agreement to use the reserved group picnic facilities.

1. Begin by pulling out of the store room all the cups that will be used that day during the event. This will include soda cups, beer cups, and coffee cups (if coffee is being served). Amounts used vary but can be based on the following rules of thumb:

7 oz. soda cups...(paper)...1 case per 750 people
14 oz. beer cups..(2 1/4 M/cs)...1 case per 1500 people
 ..(1 M/cs)...1 case per 600 people
6 oz. coffee cup_(styro)...10% of crowd
 ...20% of crowd - no beer served
7 oz. wine cups..(plastic)...1 case per 250 people

2. Connect all soda tanks to the appropriate lines. Wet all connections first before hooking up to the tanks. The location of the lines varies with each area being used. Tanks may need to be transferred to area "B" from area "A" as no store room facilities exist in this area. Try to connect full or near full tanks only.

You are to use "postmix" tanks only in your hook-up rather than "premix". Postmix is a syrup that is mixed in the machine with carbonated water before it is served whereas premix is premixed and is ready to serve as-is through a jockey box in areas not having a regular coke machine.

Each area with a beverage stand has one or two dispensing machines from which to draw soda. Each machine has four heads from which to pour the product, two of them for Coke, and one each for Orange and Sprite respectively. A total of eight (8) lines at each beverage stand will be used to connect the soda tanks to the machines, four (4) for CO2 to push the syrup from the tanks and through the product lines.

Each of the product and CO2 lines are identified by colored tape wrapped around the line near the connector and will correspond to similar colored tags on each of the tanks near the tapping head:

Coke.....red tape and tags
Orange.....orange tape and tags
Sprite.....green tape and tags
CO2blue tape on lines only

To further assist tapping the tanks properly, the tapping head construction differs as well...product lines have a 3-pin connector and CO2 lines have a 2-pin connector and each correspond to the same type of tapping head on the tanks being connected.

As you tap a tank, make sure you have the proper line for the proper connector. Attach that connector to the tapping head, push down firmly on the connector and turn the locking ring clockwise to lock the line connector onto the tank. All connectors are to be wetted before making contact with the tapping head. The reverse is done while disconnecting to change tanks.

Each tank when full is capable of serving approximately 600-700 oz. drinks. One full tank will service about 200 people and a set of four (4) tanks (one tank per head) will serve a group of 800 people comfortably. Should the group size be larger than this figure it may be necessary to hook up additional tanks in series by use of "jumper lines" to put two or more tanks of one flavor on the same set of lines. Generally figure that 50% of all soda consumed will be Coke while each of the other two flavors will be 25% of the total.



← COMPRESSOR, REFRIGERATION UNIT, AND ICE BANK

← PRODUCT HEADS FOR DISPENSING THE SODA

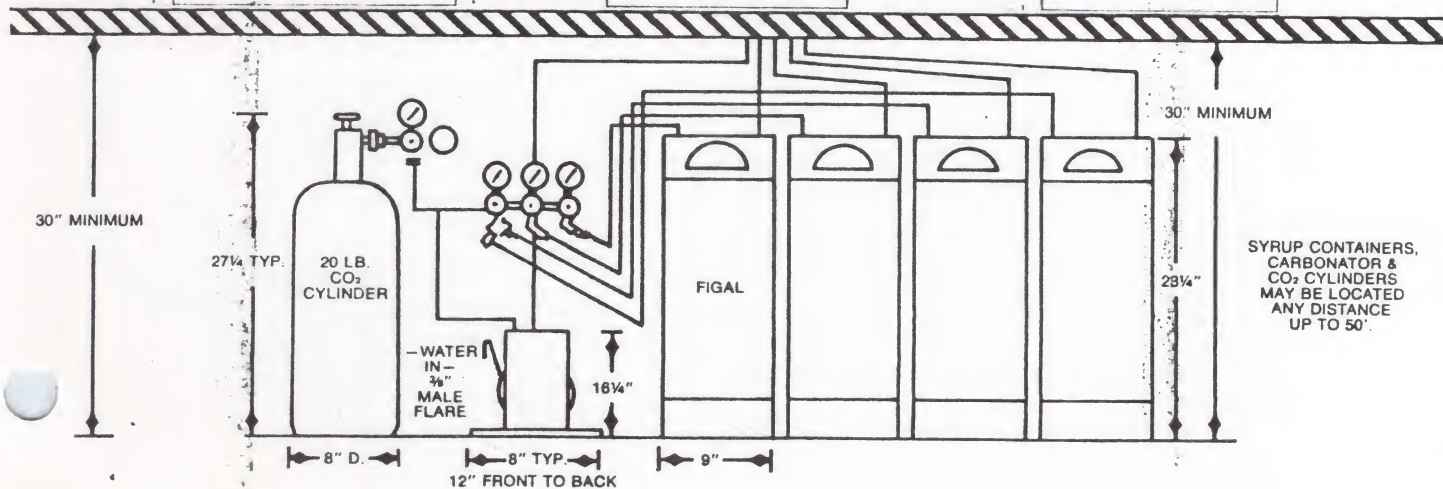
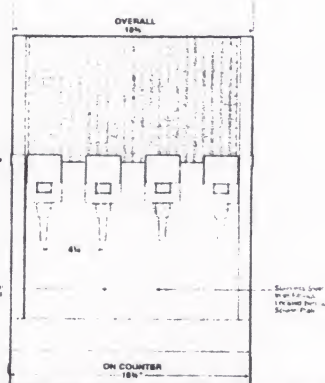
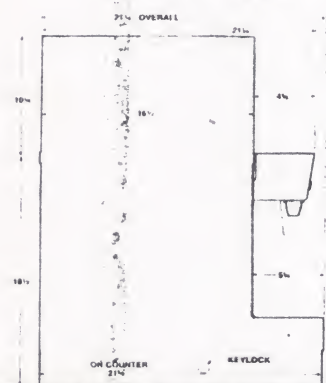
← TRIP LEVER THAT ENGAGES WHEN PUSHED BACK BY A CUP TO DISPENSE PRODUCT

← DRAIN PAN

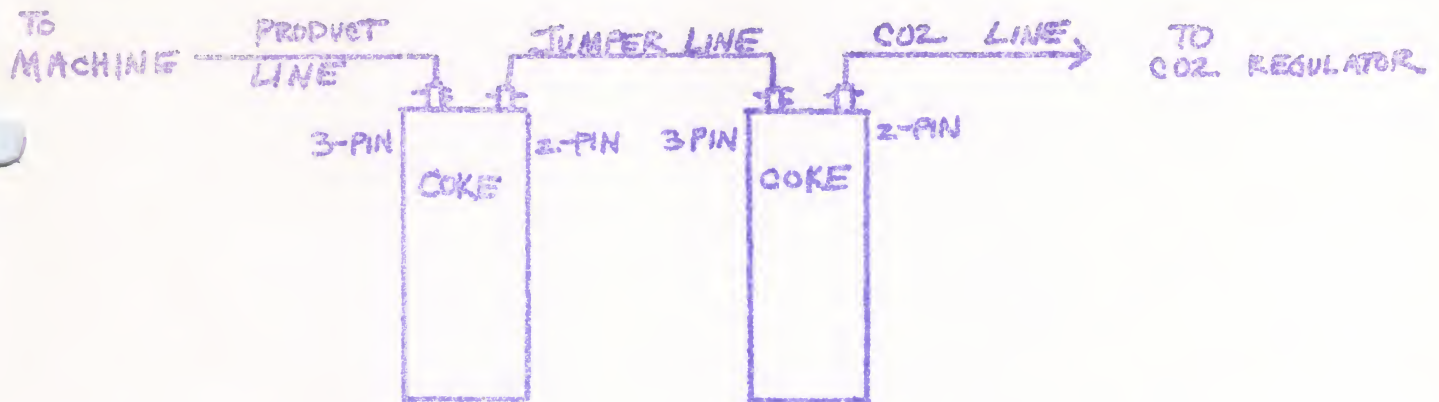
Side View

Front View

Back View



SYRUP CONTAINERS, CARBONATOR & CO₂ CYLINDERS MAY BE LOCATED ANY DISTANCE UP TO 50"



3. Next tap the beer kegs located in the walk-in refrigerators (refrigeration box only in area "B"). Each beverage stand has two to four tapping heads from which to pour the beer. In the process of tapping a keg, make sure the tap lock is open and the keyway is lined up with the keyed head on the keg. Place the tapping head on the keg and firmly push the tapping head down so that the inside points puncture the rubber diaphragm that holds the beer within the keg. Once tapped, turn the flow valve on the tapping head product line side so that the valve lines up with the hose allowing beer to pass. Flip up the thumb tab for that particular line (located on the walk-in wall) to allow CO2 to enter the keg and push the beer through the product line. All tapping handles at the beverage stand should be in an OFF position before this operation is performed to prevent wasted beer from flowing unattended.

Again, the size of the expected crowd will determine the number of kegs that are tapped at one time or in one entire day. One keg will generally serve 100 people and no more than two (2) kegs should be tapped at one time or what can be served in the period of one hour, whichever is greater. Groups of 400 or less should not have more than one keg tapped at a time, period.

4. Go to the CO2 tanks and turn the valves on each tank hooked up in a counterclockwise direction to allow CO2 to pass to all kegs and tanks that need to be pressurized. Check the pressure levels on the appropriate gauges to make sure they are at their proper levels.

If either regulator is in need of adjustment and you are unable to do it, notify your supervisor to make the adjustment. Proper adjustments are necessary to serve the beverages properly. Proper balances in the beverages are dependant upon proper pressure at the tank. A detailed description on adjusting CO2 tanks in back further in the guide.

5. Turn on each coke machine using the appropriate key on your keyring. Depending upon area, the keylock will be located either on the right front panel or lower middle

side of the left panel. Once the machine is in the ON mode, push the dispensing levers back at each of the heads and keep running for 15-20 seconds to bleed off all old product in the lines and to start the carbonator (procon pump) working. Repeat the cycle a second time to make sure the equipment is working properly. Make sure a "gunk" tank exists at each machine under the drain pan.

6. Taste-test each of the different flavors to make sure a proper proportion exists between the carbonated water and syrup in each drink. Should the beverage taste too watery or too sweet, notify your supervisor to check and make any necessary adjustments. This is to be done on each head on each machine at the beverage stand.
7. Beer is to be tested as well but mainly for clarity and foam content. The age and amount of pressure on the beer are the two determining factors that will distinguish a good pouring beer from that which is undesirable. Ideally, beer should have from $\frac{1}{2}$ " to 1" foam at the top in a full cup of beer. Any less indicates the beer is under pressurized or it is flat and too old to be served. More foam than is desirable generally means the beer is over pressurized or is too warm to be served.

Our walk-in boxes are to be maintained at constant temperature of 36-40 degrees but the more people go in and out on warm days, the more the temperature will increase, and so will the beer but at a slower rate.

Make sure a proper identifying beer handle is on the top being used to serve the beer. It is an A.B.C. regulation that each tap handle be properly identified from which beer is being poured.

8. A coffee machine may have to be set up if the group desires coffee, and is automatically set up and served at no-charge if Frontier Village is catering the event. The machine should be set up, plugged in, and turned on at least 15 minutes before the area opens to have the heating elements at the proper temperature when coffee is to be made. One pot of cold water should be run through the machine when proper temperature is attained (shown by indicating lights) to make sure the machine is working properly and the brewing water is hot.
9. When wine is used, it should be placed at the beverage stand one box per type at a time. The box, referred to as a "megacask" may contain red, white, or pink wine depending upon what the group ordered prior to the event. Always keep the box upright. Remove the protective cardboard cover on the bottom front side of the box, pull out the faucet and break the seal to ready the box for serving.

10. A full and complete inventory must be taken of all cups, tanks, kets, wine and coffee filters available for use and is generally taken by the Beverage Supervisor. However a preliminary inventory taken by the beverage server is good practice to make sure the inventory is correct.

When inventory is taken, all sealed tubes of cups are to be assumed to be in tubes of 100 each (beer cups in cases of 1000 are in tubes of 50 each) and open tubes used at a previous event should be recounted for accuracy. The total inventory on hand is to be recorded on the inventory sheet that will remain at the beverage stand during the day. Accuracy on the inventory is extremely important to the group and to Frontier Village and cannot be over emphasized.

11. Check the sign board at the beverage stand to make sure it reads and reflects the products being served and whether or not they are FREE or are being sold by cash or ticket. Beverages served FREE to the guest are actually paid for by the group through invoicing.
12. Use any spare moments to clean, wax and polish the beverage stand machines and counter tops. Sweep the floor area and brush away the cob webs to give the beverage stand a clean fresh appearance. Remember: IF THERE IS TIME TO LEAN, THERE IS TIME TO CLEAN.
13. Make sure your beverage stand has one (1) set of horse shoes and one clean volleyball ready and available for use. We loan this equipment free of charge for exchange of a valid drivers license for identification to get the equipment back.
14. Each beverage stand is to have a P.A. (public address) system set up and working by 10:00 a.m. If this has not been done, notify your supervisor, the picnic manager, or the maintenance crew that it has not been done and is necessary.
15. Make sure the phone box is open and ready to use.

BEER SERVICE OPERATION

To our adult guests, beer is a most important product during a picnic. Since beer is an alcoholic beverage, Frontier Village must be licensed by the California Alcoholic Beverage Control and is permitted to serve beer with certain restrictions. We are permitted to serve beer within our picnic areas, the Silver Dollar Saloon, and Cantina Marieta only as these are the only locations in the park licensed to engage in this activity. Beer is not permitted outside these areas under any circumstances and without exception.

As a beer server, you must be 21 years of age to serve and handle the beer. In addition, you are permitted to serve beer only to those persons 21 years of age and older and only with proper identification in questionable cases. You will quite often be encountered by a young person that says he is 21 years old but doesn't quite look the part. It is required by you to check identification on all persons you suspect are not of legal age to possess beer regardless of what age they say they are. Serving to a minor could result in a heavy fine or a loss of license from the A.B.C. should we be found negligent. Minors taking beer to an adult is also forbidden and should be guarded against. If you ask a person for his I.D. and are presented with one that is unsatisfactory (not official or without picture), ask for another. Some people you confront may become offended, however, it is still your responsibility to guard against illegal beer service and it is your good judgement we rely on. You may explain the circumstances to the people, if necessary, mentioning that without proper I.D. in a questionable case, we stand to be liable, or turn the situation over to the Picnic Manager for rectification.

At times, we will have situations where adults will procure beer for minors. If this occurs, it is our responsibility to cease serving to that adult. Be sure to inform the Picnic Manager or a security officer of the situation to guard against the situation continuing.

In addition to age identification, it is important that we serve only those guests that belong in that particular area. A guests ticket is checked by a gate guard at the entrance to the area to make sure the correct group occupies the correct picnic area. After the ticket is checked, a hand stamp is given designating the area to which they belong. As you serve beer, you should check this hand stamp to make sure you do not serve to guests not belonging in that area. If a guest does have an incorrect hand stamp, do not serve him, rather direct the guest to his proper picnic area. Guests having no handstamp at all should be directed to a security officer or the Picnic Manager for proper identification and area to which they belong.

Occasionally, groups prefer to sell tickets to offset the cost of the beverages they will be billed for. These tickets will normally be sold within the area near the beverage stand by the group chairman. On these beverage ticket days, be sure you take the proper ticket for the proper beverage. Your supervisor or Picnic Manager will advise you as to what color is for what beverage. An accurate count is necessary so keep close tabs on all tickets collected. Lost tickets should be tallied should a group want a final count of tickets collected at the end of the day. The number of tickets collected should correspond with the cup count. Be sure you do not serve beverages in these circumstances without the proper ticket.

All beer is to be served in a 14 oz. beer stein design paper cup provided for that purpose. Beer is not to be served in the 7 oz. cups provided for soda service. Also, soda is not to be served in beer cups. Cups will be purchased so that the two cups used are easily distinguishable so mix-ups will not occur.

Keep a close eye on the amount of beer being served and make sure you have enough full kegs and cups on hand to last the day. By keeping a running inventory on what has been used, you will be able to easily determine the general needs for the remainder of the day. A keg of beer will normally serve 150 cups of beer and one keg of beer is normally good for every 100 guests in attendance.

You as a beverage server, have the authority to refuse service to intoxicated guests. It is against A.B.C. regulations to serve any person that is obviously intoxicated. Alert the Picnic Manager and a security officer immediately of the situation to avoid trouble from occurring.

To serve beer properly, place the cup under the beer faucet at an angle and pull back the handle fully, allowing the beer to pour down the side of the cup. As the cup gradually fills, begin to right the cup until the beer has reached the top of the cup then shut off the faucet. This method allows beer to pour into the cup with a minimum of foam, making the beer more desirable. Should you have trouble getting rid of undesirable foam, consult your supervisor or the Picnic Manager to correct the problem. Too much pressure or warm beer will normally be the problem.

As the day picks up and the need for lots of beer becomes imminent, you may keep the faucet open and pour one cup after another to keep up with the pace the beer is moving at. Do not pour more beer than what will be consumed. Beer should not be allowed to stand longer than 2 - 3 minutes at a time.

When the need arises to change kegs, make sure you turn the shut-off valve and the CO2 thumb tabs in the OFF position before attempting to remove the tapping head from the empty keg. All empty kegs may be stored outside of the walk-in or on a different side of the walk-in to keep the full and empty kegs separate.

As the day nears its final hours and the beer pouring slows considerably, aim to have the keg(s) you are pouring from finished off one-half hour before the picnic area is to close. Do not tap any more kegs than what the group can easily finish off by the end of the day and only tap another keg within the last half hour with the approval of the group chairman and the Picnic Manager only. Remember: the group must pay for every keg that is tapped for them, whether it is fully used or not. Groups become rather irrate if they must pay for kegs they do not get to finish. If beer service is slow in the early afternoon, play it safe and only have one keg on tap at a time. You can always tap more if the need arises.

SODA SERVICE

As a beverage server, most of your time will be occupied dispensing soft drinks. Soft drinks are to be poured into a 7 oz. paper cup only which is provided for that purpose.

All groups purchasing soft drinks from Frontier Village pay only for the drinks they are served if dispensed through a beverage stand and a beverage server by cup count. Their billing for soft drink consumption is based solely on the cup inventory as they pay for every soft drink served. It goes without saying that accuracy in your inventory is most important for this reason.

During the course of the day, if a cup is dropped, wasted, or used for testing, it must be marked on the picnic tally sheet and subtracted from the total cup usage at the end of the day so the group is not billed for cups they did not use. By the same token, if a guest asks for a refill of soda in his own cup, you are not to refill it but rather dispose of the cup returned and serve the guest a fresh drink in a cup not previously used. Remember to tally any wasted cups not served and make sure to give a fresh cup to anyone who wishes a soft drink.

As the day progresses, certain times of the day will be much busier than others, especially around the noon hour when lunch is being served. Rather than pouring drinks on a request basis as you might during slower periods, pour two (2) drinks at a time using two hands to keep ahead of the crowd. During the peak periods it is important to have an ample supply of all flavors available so a guest does not have to wait for his drink which only leads to crowded conditions in front of the beverage stand. Keep the drinks organized by flavor and keep the counter wiped down of any spills to maintain a neat appearance.

During the slow periods, it is permissible to pour drinks on a request basis. Soft drinks that sit too long on the counter will become warm and lose their carbonation rapidly.

As with beer servers, you are expected to keep track of the cups you use and make sure you always have enough to get you through the day. If cups must be added to the inventory not previously on the beginning inventory, make sure this is done at the time they are added rather than waiting until the end of the day.

WINE SERVICE

Wine like beer, is an alcoholic beverage and must be given the same reverence as that of beer. Frontier Village is licensed to sell beer and wine in the park, however, wine is only available in the picnic areas for private picnics. Wine is not permitted outside of the picnic area under any exception.

The same rules apply to wine service as to beer for age requirements, I.D. checking, and serving limitations to adults obviously intoxicated or procuring wine for minors. You are advised to reread the section on BEER SERVICE and apply these rules to wine when it is served.

Wine will be served in a 7 oz. clear hard plastic tumbler and is NOT to be served in any other cup (beer, soda, coffee) unless specifically authorized by the Picnic Manager in advance. These cups may be refilled by the beverage server as billing for wine is strictly on the number of boxes used by the group. Once tapped, a wine box must be paid for in full whether it was fully used or not, so it is advisable that no more wine is opened than what can be consumed.

Wine at Frontier Village is served from a box called a "megacask" or more commonly a "bag-in-a-box", and has a capacity of 4.9 gallons or approximately 100-7 oz. cups of wine. The average wine drinker is likely to drink 2 glasses of wine making the megacask good for approximately 50 people. Wine at Frontier Village is served in 3 varieties: French Colombard (white), Granache Rose (pink), and Burgundy (red). Groups requesting wine may request one or two varieties. Generally four (4) times more white wine will be served over the other varieties.

All wine, when delivered, will be stored in the walk-in refrigerator in the area where it will be used. The boxes are approximately one foot square by two feet tall. Wine boxes are made to be used and stored in an upright position and this is the ONLY way wine is to be stored and is not to be stacked more than two (2) high because of the extreme weight in each of the boxes. Always keep the box upright and chilled before serving.

When wine is to be served, take only one megacask of each variety requested at a time and place at the inner edge of the beverage counter in an area easily accessible to you but out of the way of the soda and beer serving areas. Once the megacask is placed on the counter, remove the protective covering on the lower middle side of the front panel, pull out the faucet from inside the box, break the seal around the faucet, and test to make sure the box is ready for pouring. By lifting up on a rubber flow gate inside the faucet interior, wine will be permitted to pour. Fill each glass poured to within 3/4" to 1" of the top of the glass... no more and no less.

Before any additional megacasks are tapped for use, make sure the group chairman has approved the expenditure and that the group has the capability of finishing off the box. It must be emphasized that, once tapped, the megacask must be paid for in full regardless of how much is used and any partial megacask left over cannot be taken home by any member of the group.

We do not allow partial megacasks out of the park for two (2) good reasons: 1) It is against A.B.C. regulations to allow any alcoholic beverage outside of licensed areas, and 2) allowing a person to take a partial home increases the liability that the park could be found negligent and subject to suit should the person taking the partial get into an accident on the way home. Should you be confronted with opposition in this particular circumstance, explain the above reasons why we cannot allow an open wine container to leave the park and alert the Picnic Manager, Group Sales Representative, and a security officer immediately of the situation.

CO2 CHANGING AND ADJUSTMENT

CO2 (Carbon Dioxide) is an all important element necessary for the successful pouring of soft drinks or beer at Frontier Village. It is a compressed gas that comes in two sizes of cylinders pressurized at 2200 p.s.i. (pounds per square inch). It is used to pressurize coke tanks and beer kegs and push the product through the lines to where it can be dispensed from a machine into a cup as a beverage for our guests.

Having the proper pressure to push the product makes all the difference in the world as insufficient CO2 pressure will make the product pour slow, make the soda to syrupy sweet, and will contribute to foaming beer. On the other hand, too much pressure will cause the product to pour too fast, make the soda too watery, and will make beer foam excessively. So, having the proper pressure as well as sufficient pressure is extremely important.

The two sizes of cylinders used at the park are 1) 50 lb. cylinder which is approximately 5 feet tall, and 2) 20 lb. cylinder which is approximately 2½ feet tall and is easily transportable by hand. Each area with a permanent beverage stand will use the 50 lb. cylinders and will have enough cylinders for each coke machine and beer unit operating and one or two cylinders extra to change to when the others connected run low or out.

When connected to the lines, each CO2 cylinder will have attached to it a 2-gauge regulator, one indicating the amount of pressure in the tank and the other indicating the amount of pressure on the CO2 line that goes to the kegs or tanks. To determine the amount of CO2 in the cylinder, read the gauge that is directly in line with the cylinders threaded spigot where the regulator connects, and use the inner scale that is broken into increments of 100 lbs. The level of pressure on the gauge should be 200-800 lbs. but absolutely no less than 150 lbs. before it should be changed to a full tank. The other "Primary" line pressure gauge that is in-line with the line going to the tanks reads the pressure being put into the tanks to push the product to the dispensing machines. These pressures should read as follows:

Beer regulator.....15 to 23 lbs.

(depends on the beverage unit and the distance beer must

Coke regulator (primary).....90 lbs. flow from the walk-in
(intermediate)35 lbs. to the dispensing unit)

An intermediate regulator for the coke machines must also be adjusted for proper pressure that goes directly into the coke tanks since the "primary" regulator is set mainly to charge the carbonator (procon pump) that provides carbonated water to the coke dispensing machine.

Should the pressure in the CO2 cylinder be between 90-150 lbs., the cylinder must be changed. To change the cylinder, first close the valve in a clockwise direction so any little amount of CO2 in the tank will not escape making the changing of tanks more difficult. With a 1-1/8" end wrench (regulator wrench), loosen the nut that attaches the regulator to the tank and unscrew the nut in a counterclockwise direction until the regulator has been removed from the tank. Test the tank you wish to use to reconnect to by opening the valve slightly to see if CO2 is inside the tank. A white stream 2-3 inches long should be seen coming from the nozzle opening if CO2 is in the tank. Insert a cardboard washer especially made for CO2 regulators (provided by commissary) inside the connecting nut so that it can provide a tight fit between the regulator and the nozzle of the tank. Screw the nut onto the threaded portion of the nozzle until you make contact inside the nut between the washer and the nozzle, then tighten snugly with the wrench and open the valve to allow CO2 to pass to the kegs and coke tanks. The amount of pressure in the tank, providing it was full, should now read close to 800 lbs.

If the cylinder pressure is adequate and the regulator needs adjusting to attain the proper pressure on the line to the tanks, use a straight-blade screwdriver to adjust the "adjustment screw" located between the two gauges and the cylinder nozzle. A turn in the clockwise direction will increase the amount of pressure on the line while a turn in a counterclockwise direction will decrease the pressure on the line. Turn the adjustment screw slowly in the direction which you need to turn to attain the proper pressure you desire.

Make sure that all CO2 tanks, whether in use or not, are chained up against a wall or a solid support. Failure to do so only spells DANGER and could bring harm to you and others, should it fall and break its valve. NEVER allow a tank to stand alone without some support to hold it up.

The following page will give you an idea of how important careful handling of a CO2 tank is.

THE SLEEPING GIANT

I am a compressed gas cylinder.

I weigh in at 175 pounds - when filled.

I am pressurized to 2200 psi.

I have wall thickness of about $\frac{1}{4}$ inch.

I am nine inches in diameter.

I wear a cap when not in use.

I wear gauges, valves and hoses when at work.

I wear many colors and band to tell what tasks I perform.

I am ruthless and deadly in the hands of the careless or uninformed.

I am too frequently left standing alone on my small base- my cap removed and lost by an unthinking workman.

I am ready to be toppled over - where my naked valve can be snapped off and all my power released through an opening no larger than the diameter of a pencil.

I have been known to jet away faster than a dragster.

I smash my way through brick walls with the greatest of ease.

I fly through the air and reach distances of half a mile or more.

I spin, ricochet, crash and slam through anything in my path.

I scoff at the puny efforts of human flesh, bone and muscle to alter my erratic course.

I can, under certain conditions, rupture or explode: you read of these exploits in the newspapers.

You can be my master ONLY under my terms:

- *Full or empty - see that my cap is on, straight and snug.

- *Keep me in a secure rack or tie me so that I can't fall.

- *Never leave me standing alone.

- *TREAT ME WITH RESPECT: I AM A SLEEPING GIANT.

COFFEE SERVICE

Coffee is provided for groups not being catered by Frontier Village, on a request basis and is automatically provided for groups that are being catered. Non-catered groups requesting coffee will be billed by the number of pots brewed for them. An aid to keeping track of the number of pots brewed, we inventory the number of coffee filters available at the beginning of the day and subtract out what is left at the end of the day to determine the total usage. Normally, 15 to 20 pots of coffee will be the total amount consumed by any one group, but there are exceptions. We once served over 85 pots of coffee to a large group having their picnic at the park on a cold day and beer was NOT requested. It can be generally figured that 10% of the group in attendance will be coffee drinkers. You should be able to get 10 to 12 cups of coffee per pot.

To make coffee, we use a drip-type coffee making system. We have several machines of various makes but they all work in somewhat the same fashion. As mentioned earlier, the coffee maker, when used, should be plugged in and turned on a good 15-20 minutes before coffee is to be ready. Indicator lights on the machine will let you know when the heating elements are ready for use. Place one coffee filter in the filter holder, add one-half cup of coffee from a 2 lb. bag into the filter, insert the filter holder into the machine, and pour one pot of cold water into the machine through the top pour spout. An empty pot should be on the bottom burner beneath the filter holder to catch the water as it flows through the machine. Approximately 3 to 4 minutes is required to make a full pot of coffee. Make sure plenty of coffee creamers, sugar packets and stir stix are available when coffee is being served.

EQUIPMENT SERVICE

Three sports which Frontier Village provides for its picnic groups are baseball, volleyball, and horseshoes. We do not provide baseball equipment for our guests but a baseball field is available for their convenience. However, we do provide the volleyball and horseshoes and make them available at the beverage stand. As a beverage server, part of your responsibility is to issue this equipment upon request for exchange of a valid drivers license to insure the equipment is returned when finished being used. Young partners will also request the equipment from time to time but must be informed that a parent or other person with a valid I.D. must check out the equipment for them. Plan on having all equipment returned at the end of the day no later than 15 minutes after the beverage stand has closed to insure the equipment is returned and all identifications are back in the hands of their rightful owners. Volleyballs are to be cleaned before being issued.

Occasionally, non-catered groups will ask to borrow certain cooking equipment from the park. Since we do extensive catering ourselves and have only a limited amount of cooking and serving equipment, we have a policy not to loan equipment. We are NOT in the equipment leasing business. The only item we may consider loaning (under extreme circumstances) is a can opener with ex-

change of a valid Calif. drivers license and on approval of the Picnic Manager.

ADDITIONAL INFORMATION

Occasionally, a Frontier Village cook working over the hot fires will request a drink of water to quench his thirst. When this happens, use coffee cups for this purpose so the group is not billed for cups used by our employees. Employees taking this privilege must be cleared by their supervisor before doing so and must consume the drink out of sight of the public.

If a guest asks for cold water or plain soda water (often used for upset stomachs), it is permissible to dispense them from the machine using the proper buttons. You will notice on the front of the caps of the Orange and Sprite dispensing heads are buttons that, when pushed, will dispense cold water and plain soda water respectively without the flavoring syrup added. Any fresh cup used from inventory for this purpose will be billed as if a soft drink had been served. Generally, it is best for those requesting water to be directed to the nearest water faucet in their area while using their own cup, eliminating any confusion or unnecessary billing.

Breaks and lunches will be provided by your supervisor or relief personnel assigned to perform such functions at regular intervals of the day. Do not expect to be given a break during the peak hours if a heavy rush is on and if your services are necessary. Breaks, in these circumstances, will be given either before or after the rush has ceased. Persons 18 years of age are permitted, according to A.B.C. regulations, to pour beer in a relief capacity providing the beer serving does not become a primary function of that person. In other words, more than 50% of that persons time during the day must be doing something other than the serving of beer. An 18 year old must never be assigned to a beverage stand with the primary duty of serving beer.

You will be in contact with the people you are serving for an entire day, so be cheerful and friendly when dealing with them. The impression you leave with them may be a lasting one. Your appearance, attitude and degree of service you give are most important. Give it your best.

Many people may ask when the picnic area closes for the day. The standard policy we offer all groups when sold a picnic area is that the area is theirs to use until the park closes, however, the beverage stand normally closes at 5:00 p.m. This is normally more than enough time for a group to consume all the beverages they can hold in one day and should not offer any problem. Occasionally, a group will be quite large or will get a late start and will want to have the beverage stand open later than the 5:00 p.m. closing time. It will be generally permitted providing the quantity served is such that it is worth keeping a beverage server longer to serve the additional beverages. Approval of the Picnic Manager must be given before an extension of time on the closing hour is given.

Keep an eye on your walk-in refrigerator to make sure the door remains closed when not in use and that the traffic in and out is minimal. The more the door is opened, the warmer it will get inside the unit which will only lead to warm beer. Also, your store room door is to remain locked when not in use to keep unauthorized persons out. You have a keyring that may be used for those needing the facilities.

CLOSING

As the end of the picnic day draws to a close and the beverage stand is shut down, closing procedures are performed in somewhat of a reverse order from that of your opening duties. They would be as follows:

1. Unplug the coffee maker to give it a chance to cool off. Any coffee that is left over does not have to be thrown out until the very last as you may have people desiring the last bit of coffee before they leave. Do not make additional coffee, though, once the beverage stand has closed and is in the process of shutting down.

Throw out any remaining coffee in a pot as one of your last items on your list and wash out thoroughly to remove any coffee stains or burnt on coffee. Cubed ice with a little bit of salt swirled around inside the pot does wonders for cleaning up a pot and removing any stains or burnt on marks to make it sparkling clean.

2. A complete inventory is to be taken of all cups (beer, wine, and soda), kegs of beer, coke tanks, wine boxes, and coffee filters to determine the total amount of product used. Tapped beer kegs and wine boxes, whether partial, near full, or completely empty are considered used and are to be billed to the group. The ending inventory is to be entered on the inventory sheet in the appropriate column and subtracted from the total beginning inventory (less any wasted cups) to determine the usage. The usage figures will be transferred to the first page in the appropriate spaces for billing purposes. Make sure your supervisor has these figures listed on the inventory sheet before any product is put away.
3. Disconnect all product and CO2 lines from the coke tanks, wash off the connectors and tapping heads, then put the tanks away in an organized manner by flavor in the area store room.
4. With the appropriate key, turn off the coke machine(s) and check each dispensing head to make sure product does not pour from the machine. Do not unplug the machines.
5. Untap any and all beer kegs by removing the tapping head from the keg. Make sure the product shut-off valve and CO2 thumb tabs are in the OFF position before you untap the keg. Empty kegs should be placed outside of the walk-in refrigerator for picking up by a cart van.

6. Shut off all CO2 tanks at the main valve. The needle indicators may not return to zero but this is not a problem to be concerned with.
7. Any empty wine containers are to be disposed of in the nearest trash bin. Wine containers are not saved and any partial containers should be finished off by the group. Partial wine containers are NOT to be given to the group to take home. They must be finished off or disposed of. No exceptions.
8. All cups should be gathered and made ready for putting away into the store room. Gather all partial tubes of a particular type of cup and combine to make as many full tubes of 100 cups per tube as possible. On the one remaining tube that cannot be filled, close off the tube and mark on the end of the tube the number of cups in that tube for ease of inventory during the next event. Do this for all types of cups used (soda, beer, coffee, wine). When all tubes have been combined, take all cases of cups to the store room.
9. Procure a hose or several buckets of water and do a complete washdown of the beverage station. All counter-tops, drain pans, gunk tanks, and floors must be washed free of any syrup, soda, or beer to prevent stickiness and attraction to insects. Wipe down all machine surfaces with a bleachy solution and rinse thoroughly for precautionary measures against mold, mildew and bacteria build-up.
10. Collect any sporting equipment loaned out to the group and return the proper identifications to appropriate borrowers. Store the equipment in the store room.
11. If the maintenance has not yet come by to collect the P.A. system, give them a call to remind them of it. Any sound equipment in the area is to be left at the beverage stand or the phone box where the maintenance crew can pick it up. Lock up the phone box at this time.
12. After all of the above duties have been completed, a last minute tidying of the store room must be done to make sure everything is in order. Store room facilities are to be kept orderly, and it is everybody's function to see that this is carried out. Lock up the store room unless otherwise instructed by another employee taking that responsibility.
13. Check with your supervisor for any last minute instructions and/or schedule adjustments before clocking out.
14. Make sure to return your keyring to the Blue Room before leaving for home.

BEVERAGE SERVICE RULES-OF-THUMB

SODA

Premix.....serves 100-7 oz. drinks

Postmix.....serves 600-7 oz. drinks

Soda Cups.....7 oz. each at 2500 per case
1 case good for group of 800-1000 people

Average Person
Consumption....2½ to 3 drinks per person

BEER

Keg.....serves approx. 150-14 oz. drinks

Beer Cups.....14 oz. each at 2500 per case
1 case good for group of 1500 people or
15 kegs

Average Person
Consumption....1½ drinks per person
100 persons per keg per group
(more persons per keg when wine is served)

WINE

Megacask.....serves approx. 100-7 oz. drinks

Average Person
Consumption....2 drinks per person
50 persons per megacask

SECTION II
JOCKEY BOX SERVICE

JOCKEY BOX SERVICE (Self-Service Groups)

Another method of serving beverages at Frontier Village in the picnic areas is through the use of what we call "jockey boxes". Jockey boxes are nothing more than glorified portable ice chests with special equipment added to serve beverages in areas that lack electricity and running water to work all the necessary equipment (carbonators, compressors, pumps, etc.), that are required to operate a regular beverage machine. Jockey boxes are also designed for a low volume operation with small groups in mind where the use of a regular beverage stand and beverage server would be more expensive to operate. Groups of 250 people or less are the most frequent users of jockey box service but occasionally are used for groups in larger numbers where permanent facilities are not available.

The soft drink product used with jockey boxes is known as "premix" and differs from "post-mix" in that the soda is already carbonated and mixed to the proper proportions for consumption. In simple terms, it is equivalent to soda pop in a bottle. Postmix, on the other hand, is in syrup form and must be mixed at the park through the machines at the beverage stands before it may be consumed. Do not confuse the two types of beverages or attempt to use them in applications for which they were NOT intended. In other words, "premix" is not to be used in the beverage stand coke units and "postmix" is not to be used in the jockey boxes.

Each soft drink jockey box is capable of serving three different canisters at a time if the need arises though the majority of the groups served through jockey boxes will only order two flavors.

To differentiate the two types of canisters these products come in, premix is in a can that is approximately 1½" shorter than that of postmix and is normally delivered with a tag attached to the can that says PREMIX right on the tag. Premix tanks also have soft plastic caps covering the tapping heads whereas postmix has a metal plate or a hard plastic seal that covers the heads. Before using either product, consult your supervisor or the Picnic Manager to make sure the proper product is being used for the application for which it was intended.

Beer jockey boxes use the same type of beer keg that is used at the permanent beverage stands and have the same type of hook-up found inside the walk-in refrigerators. Each beer jockey box has the capability of tapping two kegs at a time, however, it is generally advisable to use one tap at a time because of the rate at which beer pours for small groups.

OPENING DUTIES

Normally, one or two men will be assigned to set-up and maintain the jockey boxes during the course of a day in areas where they are being used. Your supervisor will have the pertinent information as to which areas will have jockey box service and what types of beverages will be served. Make sure you have a complete list of the accommodations necessary before set-up duties are started. Many of the particulars will parallel that of the regular beverage stand set-up so it would be advisable to re-read the main section of the beverage guide and apply this knowledge to the jockey box operation where applicable.

As a general rule, 3 to 4 picnic areas on any given day will require jockey box service. It is generally most efficient to assemble all necessary equipment, product, and cleaning supplies together at one time and put them on an electric cart, then transport them from area to area as you set up without losing valuable time backtracking and restocking several times before the total set up is complete.

The setting up of jockey boxes in their respective areas requires good planning and common sense in order to make the operation go well. You will be given a certain allotment of time in which to perform your duties based on the number of areas needing this service. All of your duties should be carried out in a systematic order. A basic layout of the duties you will perform and the order in which they should be performed are as follows:

1. Go to your first area with all the necessary equipment, product, cleaning supplies, and set-up information. Place the required jockey boxes on a benchless redwood table in a spot easily accessible but out of the way of the heaviest traffic flow. It is best to have the boxes to face away from each other on opposite ends of the table.
2. Set out the required number of soda tanks in the flavors requested by the group and put them behind the table where they will be out of the way. Each premix tank will serve approximately 100-7 oz. drinks and will service 40 to 50 people at 2½ drinks per person. Like postmix, normally 50% of all drinks consumed will be Coke so a sufficient number of tanks should be on hand to service the groups total needs depending upon the size of the group expected. Only full tanks are to be set up when using premix as the group is billed for the number of tanks consumed rather than the number of cups.

If beer has been requested and is to be served, set out the keg to be used last after all other set-up has been completed. Beer kegs, when used with jockey boxes must sit out in the open air with no insulation or refrigeration around them to keep them at their proper temperature. The less time a beer keg is exposed to open air, the more time a group will have to pour from that keg before it warms up sufficiently to start foaming and go flat. Groups of 50 - 100 people should be made aware of this situation, as it is kegs for groups of this size that normally last most of the day and warm up before they are fully consumed.

3. One 20 lb. CO2 cylinder is required for each jockey box in use and is to be set out along side of the coke tanks and/or kegs being used that day. The CO2 cylinders are to be either chained up to the table they are next to or must be placed on their side. A CO2 cylinder should NEVER be allowed to stand freely.

The regulators and CO2 lines coming off the regulators for soft drinks and beer are altogether different, so make sure you have placed out CO2 cylinders with the proper regulators. It is advisable to check each of the CO2 cylinders for pressure content before hooking them up to make sure you have enough pressure to last the day without changing tanks. If the pressure is too low to operate with, change with a fresh cylinder according to instructions given under the CO2 section on a previous page.

There will be one (1) product line gauge for EACH product line to be used ganged together coming off of the main regulator on both the soda and beer regulators. Each is treated like a separate unit in itself and is adjusted independent of the other gauges on the same cylinder.

4. Remove the appropriate product lines from inside the jockey boxes that will be used for transferring product from the tanks or kegs to the jockey box. For the Coke jockey box, wet the tapping connectors, then attach them to the different flavored tanks being used at the 3-pin head. Follow the specific instructions given in item #2 for beverage stand set-up for this operation.

Inside the jockey box is an item called a "coldplate". It is a massive aluminum block with each of the product lines running back and forth through it. You will notice where the product lines, coming from outside the box attached to the coldplate, that etched numbers exist (1, 2, and 3) next to each of the lines. Located on the opposite side of the coldplate are another set of tubes that come out of the plate and each attach to one of the three faucets from which the beverages pour. This second set of tubes has corresponding numbers to those of the first set indicating that matching numbers are part of the same line.

5. Remove the drain pan from inside the Coke jockey box and affix to the outside front side of the box where "catches" are located. Attach the drain hose so that any soda waste or water can be drained off from both the drain pan and jockey box interior. A T-connector is provided for this function. At the same time, place a waste "gunk" tank under the drain hose once in place to catch all the water.

Also, remove the faucet handles from inside the box and place atop the faucets in any order. You will adjust and rearrange them in proper order once the product is ready for testing.

6. Attach the CO2 lines to each tank being used to the 2-pin head on the tank, making sure you wet the connector before contact is made.

Also, connect the CO2 line from the beer regulator to the tapping head and connect the other side of the tapping head to the beer jockey box. Make sure when making the connection that all appropriate rubber washers between the fittings are in place to prevent any leaking through the lines when the keg is tapped. See your supervisor for the washers if you do not have any at your immediate disposal.

7. Each jockey box in service must have cubed ice placed inside the box and on top of the coldplate. Fill each jockey box a minimum of one-half full and even more if you have the ice to go around. As the day progresses, the ice inside each jockey box will need to be checked several times to make sure there is sufficient amount of ice on the cold plate. It is this ice that cools the beverage down to the proper temperature as it winds its way through the tubes inside the cold plate. Insufficient ice will allow the beverages to warm up and foam extensively.
8. For each tank of soda or keg of beer, one (1) tube of cups of the appropriate type is to be set out for the group. Do not set out any additional cups until additional tanks are added later in the day. Remember that the 14 oz. beer stein design cups are for beer and the 7 oz. stock design cups are for soda. They are not to be interchanged. Again, ONLY ONE (1) TUBE OF CUPS PER TANK OR KEG THAT HAS BEEN TAPPED IS TO BE SET OUT FOR BEVERAGE CONSUMPTION.
9. Turn on the CO2 cylinder for the soda to pressurize the tanks and check the pressure on the gauges to make sure it is adequate and accurate. The pressure readings for both the soda and the beer lines going to the product are to be as follows:

Bear Regulator.....25 lbs.

Coke Regulator.....60 lbs.

(applies to all product gauges on coke reg.)

Should the pressure levels need adjusting, use a screwdriver to adjust the "adjustment screw" in the appropriate direction. Follow the instructions given in the CO2 ADJUSTMENT section located on a previous page.

10. Test each of the product lines on the Coke jockey box by pulling back on the handles to make sure the proper flavor is identified by the proper handle on the faucet, i.e. Coke handle for Coke product. Also, check for speed at which the beverage is flowing from the faucet and either increase or decrease the flow by turning the adjustment screw located to the right side of the faucet in either direction to attain the proper flow. The flowing of the product should NOT be creating a "big splash" on the drain pan nor should it be foaming. A moderate flow is acceptable.
11. When the beer keg is connected, tap the keg in the same manner as is described in item #3 of the beverage stand set-up procedures. When fully connected and the tapping head is locked on, turn on the CO2 pressure, check for proper pressure level, and test the beer from the faucet to make sure the beer is pouring properly without foam. Locate the keg in as shady a place as you can find in the area to prevent it from heating up any faster than it needs to.
12. Wash down each of the jockey boxes thoroughly to give a neat, shining appearance. Also, wash down the table the jockey boxes are setting on. Use clean water and sponge and change water often to avoid streaking on any of the units.
13. Should wine service be ordered, bring out only one (1) megacask of each variety of wine ordered in the presence of the group when they are ready for it, and issue one (1) tube or package of cups (50 max.) for each megacask ordered.

Give instructions to the chairman or other responsible person of the group as to how to open, and pour the beverage so they will have no trouble serving themselves once you have left the area.

This operation may be performed after all areas have been set up with soda and beer. The wine, being in a cardboard box, will warm up quickly once it is placed into the area so make sure it is served when the group is ready to receive it.

14. A complete inventory of all soda, beer, wine, and cups is to be taken and is to be placed on the appropriate inventory sheet. Your supervisor will normally take this responsibility but keep a tally as you progress from area to area of the product that is left, then compare figures. The inventory sheets will normally be kept at the beverage stand in Area "A" for all self-service groups.

Only inventory what is physically in the area left for the group. Additions made later in the day will be added in the appropriate column on the form at the appropriate time.

15. Repeat the procedure listed above for each area being given self-service facilities. Any questions to the above are to be directed to your supervisor or the Picnic Manager.
16. Double check your work by going back to each area to make sure every procedure has been covered. Double check the inventory and go over the list of area requirements again to see that everything has been covered the way it was ordered by the group.

THE OPERATION

By 10:00 A.M. everything should be set up and ready to go. If all items have been covered and the areas are content, your supervisor will probably give you a break or a lunch at this time so you can be back to service the needs of the groups and replenish their beverages as the day progresses. Once the park is open, you play a vital role in the smooth running and the efficiency of the total beverage operation.

The biggest task of performing your duties once the day is rolling is to stay on top of the needs of all self-service groups as well as the permanent beverage stands. You are expected to move quickly as you perform your duties as many people depend on your attention and your services.

Keep a constant check on the product (cups, soda, beer) being used and learn to anticipate when additional product will be needed. If you know a group is going to need additional product and the group chairman has given his permission to purchase more, you can very easily "jump" like flavors together of the same beverage with jumper lines and with beer you could put the second keg on the second faucet if available. The hours between 12 Noon and 3:30 p.m. are the busiest as this is the lunch period so you do not have any time to waste and must make every moment count. Anticipating your needs and acting upon them will insure a smooth operation.

As you progress from area to area, also check the ice in each of the jockey boxes to make sure the ice is sufficient enough to keep the beverages cold. If the ice has melted sufficiently and the cold plate is beginning to show, immediately replenish the ice in the jockey box to at least the half-full mark to get you through the next hour or two. Constantly keep the ice knocked down and on top of the cold plate during the course of the day.

As you add product to the areas in need, ALWAYS get the permission of the chairman or other responsible person before tapping anything. We want them to be aware that product is being added so they will acknowledge the billing when they receive it. Surprises, when it comes to money, are not welcomed. Make sure any product added to an area is also tallied on the inventory sheet so the group will be billed properly. Remember: only one tube of cups is to be added as each tank or keg is added and is to be so indicated on the inventory sheet.

Cups, premix tanks, and beer kegs for all the self-service areas will normally be kept in Picnic Area "A" storeroom and is to be kept separate from the beginning inventory being kept by the Area "A" beverage stand. ALWAYS inform the lead beverage server of that area when any product is going out to confirm whether or not the product being taken was on a previous inventory and is handled properly.

A sufficient supply of cubed ice should be available in the Picnic Area "A" walk-in refrigerator if proper planning and stocking took place during the weekday set-up. If you think the ice is running low and will not be sufficient to last that day or following day, notify your supervisor of the situation to have more ice procured. All ice used in the picnic areas for the jockey boxes comes from the large courtyard icemaker located behind the Shooting Gallery.

Be on hand to provide horseshoes and volleyball equipment for those groups that desire it. A valid California Drivers License is required to check out sporting equipment. Towards the end of the day, make sure you recollect any sporting equipment you checked out and that the I.D.'s got returned to their rightful owner. All I.D.'s will be kept in Picnic Area "A" at the beverage stand when equipment is out.

As the day nears an end and the time approaches 5:00 p.m., make your rounds through the self-service picnic area and inform the chairman of the group that the beverages in the area will be closing down soon. Up to this point, only enough beverages should have been tapped that could reasonably be finished off by closing time. Some groups tend to linger and should be informed that we would like to have them attempt to finish off what beverages they have left. Jockey boxes will usually be left hooked up in an area until 6:00 p.m. (one hour past closing for beverages) to allow sufficient time to finish off any remaining beverages. We do want our groups to feel they got their monies worth, so by giving them plenty of time and plenty of warning, this can be very easily accomplished.

CLOSING

In the closing hours until 6:00 p.m. has come, you will break down any jockey boxes where the beverages have been finished off. For the areas that haven't quite finished, in your waiting moments, pick up around the area and especially around the beverage table to prepare for close down when it comes. The duties to be performed at final closing should be carried out in the following order:

1. Disconnect all soda tanks and kegs from the jockey boxes and CO2 cylinders. Wrap up the lines and place them inside the jockey box so they will be out of the way.
2. Shut off all CO2 cylinders and place the tanks to one side with the lines wrapped around the regulator. Carefully lay the cylinder back on the ground taking special care for the regulator until ready for transporting back to the area "A" storeroom.
3. Take a complete ending inventory of all product left in the area to determine the total usage. Any partials of soda tanks, kegs, or wine megacasks are considered EMPTY regardless of how much beverage is left in the container and is to be so indicated on the inventory sheet.

Partials were originally given approval by the group chairman to be tapped, so the fact that they did not finish what they ordered in the allotted time given becomes their responsibility. This is the primary reason you get permission to tap additional product and give a reasonable warning well in advance. Beverage containers in self-service areas are either "full" or "empty" (partials are considered "empty").

4. Gather together all left over cups not used and place them back into a cardboard tube for storage. Combine all partial tubes of same style in your closing duties so we do not wind up with a lot of partial tubes at the end of the day.
5. Begin to transport all tanks (full or empty) back to picnic area "A" and place in the appropriate area set aside for them. Partial soda tanks are put in a separate area altogether for combining at a later time.

All tubes of cups and CO2 cylinders are also to be gathered up and placed in the appropriate area inside the picnic area "A" storeroom in an organized fashion. Keeping the storeroom tidy is part of your responsibility to see that it is accomplished.

6. The jockey boxes, if they are to be used the following day may be left in the area unless otherwise directed by the Picnic Manager. Each Sunday evening, jockey boxes are gathered together and returned to the commissary for storage. Make sure the boxes are wiped down before being put away. Ice is to be removed from the interior of the jockey box before it is put away.
7. All empty wine megacask boxes are to be disposed of properly in the nearest trash bin. Under no circumstances is a partial wine megacask to leave the picnic grounds because of legal and liability ramifications. Should you receive opposition from any group member in this type of circumstance, contact the Picnic Manager and security officer immediately.
8. One final check of the picnic areas is to be made before locking up and going home. Make sure everything is put away that may belong to Frontier Village and that the storeroom facilities are neat and tidy.
9. Consult with your supervisor for any last minute instructions before heading for home. Make sure you return your beverage keyring to the blueroom before clocking out.

QUESTIONS AND ANSWERS
FROM THE ALCOHOLIC BEVERAGE CONTROL 1972 EDITION

As a Frontier Village Beverage Host or Hostess, you must know the information provided by the following questions and answers.

If you do not fully understand what is required of you as a beverage server, be sure you consult your supervisor

QUESTIONS ON ENFORCEMENT

Question 1: Does the Alcoholic Beverage Control Department have the right to visit and inspect licensed premises?

Answer: Yes (Section 25753)

Question 2: Is there any requirement with regard to interior lighting of retail premises?

Answer: Yes. The rule requires that there shall be sufficient interior light in retail premises to make easily discernible the appearance and conduct of all persons in the premises. This is to assist in enforcement so far as minors and intoxicated persons are concerned and to aid the licensee in this respect.
(Rule 139)

Question 3: If a licensee violates the Pure Food and Drug Laws (Health and Safety Code), may his license be revoked?

Answer: Yes. A violation of any penal provisions of law of California prohibiting or regulating the sale, exposing for sale, use, possession, giving away, adulteration, dilution, misbranding or mislabeling of alcoholic beverages is ground for revocation of licenses. (Section 24200).

QUESTIONS ON MINORS

Question 4: With regard to the sale, service consumption or possession of alcoholic beverages, what is the age of majority?

Answer: The age of majority for these purposes is 21 years of age.

Question 5: May alcoholic beverages be furnished to a minor where the beverage is for consumption by the parents? This applies to cases where parents send a minor to the store to make the purchase.

Answer: No. This would be in violation of the Act. (Section 25658).

Question 6: When a minor appears to be twenty-one years of age or over, may the licensee be held responsible for a sale to him in violation of the Alcoholic Beverage Control Act?

Answer: Yes, however, the licensee is not required to act at his peril. He is required to exercise the caution which would be shown by a reasonable and prudent man in the same circumstances. (Section 25658).

Question 7: Is there anything which a licensee or an employee may do to protect himself against selling to a minor?

Answer: A licensee is authorized to demand documentary evidence of the age and identity of any person in his premises, and should do so immediately prior to the sale whenever there is the slightest doubt of the age of the prospective patron. Proof that a licensee was shown bona fide documentary evidence of (1) majority and (2) identity, and in good faith relied upon such evidence, establishes a defense. A licensee or his agent may refuse to sell or serve alcoholic beverages to any person whose majority is questionable. (Section 25659, 25665 and Rule 107).

Question 8: In addition to age, what is documentary evidence of identity?

Answer: To be suitable as evidence for the defense, the identification card should be issued by some governmental agency and must have a current description of the person presenting it which reasonably describes him or her as to weight, height, sex and color of eyes and hair. (Section 25660).

Question 9: What other defense is available to a licensee accused of selling to minors?

Answer: A licensee accused of selling to minors has only 3 defenses: (1) that he did not sell or serve the minor person alcoholic beverages, (2) that the person sold or served is in fact twenty-one years of age or over, (3) that the person, to whom he sold or served, furnished bona fide documentary evidence of majority and identity as described in question 8, such as a motor vehicle operator's license, a selective service registration card or an identification card issued by the Armed Forces, and that the licensee in good faith carefully examined and reasonably relied upon such evidence. (Section 25560)

Question 10: May a minor be arrested if he purchases, consumes or possesses alcoholic beverage?

Answer: Yes. Any one of the above constitutes a misdemeanor.

QUESTIONS ON SALES RESTRICTIONS

Question 11: May a habitual drunkard or an obviously intoxicated person be sold alcoholic beverages?

Answer: No. Every person who sells, furnishes, gives or causes to be sold, furnished, or given away, any alcoholic beverages to any habitual drunkard, or to any obviously intoxicated person is guilty of a misdemeanor. (Section 25602)

Question 12: How may a licensee determine whether a customer is obviously intoxicated?

Answer: A person is obviously intoxicated when the average person observing him can plainly tell that he is intoxicated. The pupils of the eyes dilated, slurred speech and poor muscular coordination. (Section 25602)

Question 13: When may a manufacturer or wholesaler make deliveries of alcoholic beverages to retail licensees?

Answer: A retailer may pick up beer and wine at the distributor's platform at any time, but manufacturers or wholesalers may not deliver any alcoholic beverage to a retail licensee's premises on Sundays or during hours other than between 6 a.m. and 8 p.m. of any other day. (Section 25633).

Question 14: What are the lawful hours for sale of alcoholic beverages at retail?

Answer: From 6 a.m. to 2 a.m. of the following day. In other words, it is unlawful to sell alcoholic beverages either by drink or by the package between the hours of 2 a.m. to 6 a.m. of the same day.

QUESTION ON SIGNS

Question 15: How must spigot markers for draught beer be placed?

Answer: They should be attached to the spigot faucet, or outlet. (Section 25613).

PLEASE READ THIS GUIDE. AFTER READING, SIGN YOUR
NAME AND DATE. RETURN TO YOUR SUPERVISOR UPON
COMPLETION.

NAME:

DATE: